



City of Tempe

CUSTOMER SERVICE BUSINESS SYSTEMS SUPERVISOR

JOB CLASSIFICATION INFORMATION

<i>Job Code:</i>	264	<i>FLSA Status:</i>	Exempt
<i>Department:</i>	Internal Services	<i>Salary / Hourly Minimum:</i>	\$67,267
<i>Supervision Level:</i>	Supervisor	<i>Salary / Hourly Maximum:</i>	\$90,810
<i>Employee Group:</i>	SUP	<i>State Retirement Group:</i>	ASRS
<i>Status:</i>	Classified	<i>Market Group:</i>	Management Assistant II+
<i>Drug Screen / Physical:</i>	Y	<i>EEO4 Group:</i>	Professionals

DISTINGUISHING CHARACTERISTICS

REPORTING RELATIONSHIPS

Receives general supervision from manager level staff.

Exercises direct supervision over assigned technical and or paraprofessional staff.

MINIMUM QUALIFICATIONS

<i>Experience:</i>	Three years' experience working with software solutions in the areas of utility billing and/or customers service, automated meter reading (AMR/AMI) or other Enterprise software systems related to Customer Service. Two years of lead or supervisory experience required.
<i>Education:</i>	Equivalent to a Bachelor's degree from an accredited college or university with major course work in public administration, business administration, or degree related to the core functions of this position.
<i>License / Certification:</i>	Must possess and maintain a valid driver's license.

ESSENTIAL JOB FUNCTIONS

Essential job functions are the fundamental duties of a position: the things a person holding the job absolutely must be able to do.

To actively support and uphold the City's stated mission and values. To supervise and coordinate the optimization of the operation and maintenance of public works infrastructure assets through the use of technology and software including a computerized maintenance management system (CMMS), Geographic Information System (GIS), and other enterprise computer solutions.

OTHER DUTIES AS ASSIGNED

Please note this job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

- Perform job duties adequately and properly; follow personnel and department policies and operating procedures; show respect, tact, and courtesy in dealings with coworkers and the general public; behave in a manner that does not obstruct or hinder other employees from completing their duties; act in a manner that is safe and follow the City's safety procedures at all times;
- Evaluate and identify ways to integrate, update, customize, and configure various software solutions for efficient and effective workforce deployment within the division and department;
- Coordinate activities with management and line staff in the development and update, including training and use, Utility Billing software, Advanced Metering Infrastructure (AMI) and its' components, Payment Solution for IVR and IWR, paperless Workorder Management System, Asset Management System, etc.
- Assist in the development of short- and long-term asset management and capital improvement programs;
- Manage database of all infrastructure assets and assist in data collecting, gathering, and compiling of asset data to provide reports and to make recommendations for operational and procedural changes;
- Coordinate with Information Technology and Department Administration on technology solutions on a broad basis;
- Provide assistance and training on software solutions within the area of assignment, division, and department;
- Assist in the resolution of long-term or repetitive technical issues affecting infrastructure availability and reliability based on area of assignment;
- Provide pro-active performance planning utilizing performance management tools;
- Select, train, motivate, track, assign, and oversee the work of staff; establish schedules and methods for work performed; and ensure adherence to proper workgroup procedures and policies;
- Assist with the preparation of work section budget; monitor, review, and control expenditures;
- Respond to customer inquiries and resolve customer concerns; provide back-up support in all areas of Customer Services as needed.
- Implement organizational goals and objectives; establish and discuss job duties and performance expectations; set performance goals;
- Respond to requests and inquiries from the general public and other city departments; investigate complaints and recommend corrective action as necessary for resolution;
- Evaluate operations and activities in assigned areas of responsibility; perform analysis of methods and procedures and recommend improvements and modifications;
- Interpret, explain, and enforce federal, state, county, and city laws, rules and regulations on issues concerning federal, state, and local agencies to maintain compliance;

- Provide superior seamless customer service by coordinating workgroup activities with other divisions, city departments, and outside agencies with the commitment to innovation and integrity;
- Produce written documents that meet management expectations regarding content and formatting;
- Communicate and act as a liaison with other local and national municipalities and service providers; develop relationships to obtain statistical data; and benchmark core industry functions against other local and national industry functions;
- Represent Customer Service division to outside groups, other city divisions, customers and business partners;
- Perform related duties as assigned.
- Physically present to perform the duties of the position.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

- Operates city vehicles (car or standard pickup truck);
- Traverse uneven surfaces (to conduct field and condition assessments);
- Work in stationary position for long periods of time;
- Operates computers, calculators, and other office machines (research, reading, analyzing data, running and writing reports, or talking on the phone);
- Extensive reading and close vision work;
- May require working extended hours;
- May work alone for extended periods of time;
- Resolve work related problems involving time constraints;
- Develops short and long term program objectives;
- Conducts research and analyzes data on infrastructure assets.

COMPETENCIES

CLASSIFICATION LEVEL	INCLUDES	COMPETENCIES
Foundational	All Employees	Inclusion, Communication, Interpersonal Skills, Integrity, Professionalism, and Willingness to Learn
Non-Supervisory	In Addition >	Teamwork, Customer Service, Initiative, and Dependability / Reliability
Supervisory	In Addition >	Staffing, Monitoring Work, Delegating, Development / Mentoring, and Support Others
Manager	In Addition >	Preparing / Evaluating Budgets, Monitoring / Controlling Resources, and Motivating / Inspiring
Deputy Director	In Addition >	Entrepreneurship and Networking
Director	In Addition >	Organizational Vision

For more information about the City of Tempe's competencies for all classifications:

[City of Tempe, AZ : Competencies](#)

JOB DESCRIPTION HISTORY
<i>Effective June 2003 (Reclassified Water Services Rep to Customer Services Field Supvr)</i> <i>Revised May 2019 (Reclassify to Customer Services Business System Supvr)</i>